

WHAT IS CLAIMED IS:

- 1 1. A method for providing telephone application services using a
- 2 managed VOIP network, where voice data transmitted over the network is codified in a
- 3 native VOIP format, said method comprising the acts of:
 - 4 providing a plurality of channels for handling incoming
 - 5 telephone calls and a shared memory, accessible to all channels, storing response voice data
 - 6 in native VOIP format;
 - 7 receiving a first incoming telephone call, including a first
 - 8 plurality of received IP packets encapsulating voice data in native format, from a service
 - 9 requestor over the managed VOIP network;
 - 10 setting up a connection between the incoming telephone call
 - 11 and a first one of said channels for handling the incoming telephone call;
 - 12 identifying a requested service;
 - 13 accessing response voice data, stored in the native VOIP format
 - 14 in said shared memory, responsive to the requested service;
 - 15 encapsulating said response voice data in a second plurality of
 - 16 response IP packets; and
 - 17 sending said second plurality of response IP packets over said
 - 18 managed VOIP network to the service requestor.

4 determining a requested service associated with an identified
5 DTMF signal;

1 7. The method of claim 1 further comprising the act of:
2 providing an I/O thread for each channel for managing all I/O, with I/O thread
3 performing the following acts:

- 1 9. In integrated VOIP network comprising:
2 a plurality of voice processing modules for processing requests without
3 forwarding voice data to an end destination.